



Nusantara

Distinctive Asian Handicrafts

43 Strongs Avenue ◦ Rutland, VT 05701 ◦ Phone: (802) 775-3027 Fax: (802) 773-0786

Problems with the order we shipped you? Please call us @ 802-775-3027

Damaged items or missing items –

Call within 10 days of receiving your shipment for an RA# (Return Authorization #). We will credit your account or send you a replacement. We will reimburse return shipping on damaged goods @ UPS Ground or regular postal rate including insurance when items are received. We do not issue call tags but we are able to email or fax you a return UPS Ground shipping label if required.

We do need all damaged items to be returned to help us improve our quality control with our suppliers.

Non-Ordered items – If you receive a shipment that you did not order please let us know ASAP.

Non-damaged items – Call within 30 days of receiving your shipment for RA#.

For any returns or exchanges you will be required to pay for all shipping costs.

Items must be returned as they were shipped – all labels, stickers and tags intact. No signs of damage, sun-faded, worn, washed or any indications of attempted repairing or cleaning.

Unauthorized returns – Any items returned outside of these guidelines will incur a 20% restocking fee of the merchandise total.

Return Shipments –

Put the RA# on the outside of the box.

Complete the form to let us know how you would like us to handle your return.

Ship the return merchandise via Parcel Post or UPS Ground.

We do not issue call tags.

Shipment damaged in transit – If the box containing your shipment arrives with items damaged during the shipment please call us. We will contact UPS to arrange for inspection of the shipment. They will need to see the boxes and packing materials to assess the shipment for insurance.

